

Alabama Medicaid Agency

Beneficiary Advisory Council (BAC)

Melanie Cleveland
Director of Communications



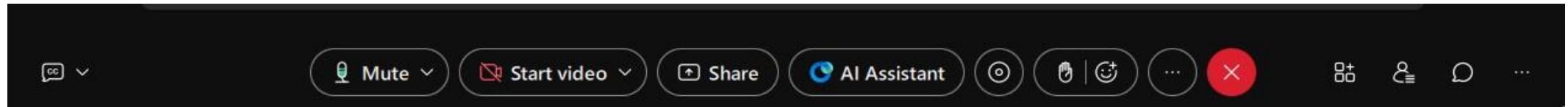
December 15, 2025
11:00 a.m.

Welcome to the Beneficiary Advisory Council (BAC)

- Please stay muted unless speaking.
- Join by computer or phone.
- Use the chat for questions or raise your hand.
- Closed captions are available.

Thank you!

Webex Controls



Turn on
closed
captioning

Mute or
unmute

Raise
hand

Chat

Agenda

- Welcome from Alabama Medicaid leadership
- Introductions
- Background
- BAC overview
- Member responsibilities
- Next steps

Welcome

**Welcome from
Bo Offord, Commissioner
of the
Alabama Medicaid Agency**



Welcome

Alabama Medicaid Agency Leadership

Alabama Medicaid

Agency Relations

Beneficiary Services

Business & Finance

Chief Business Officer

Health Systems

Information Systems & Technology

Medical Director

Office of General Counsel

Program Administration

Commissioner Timothy "Bo" A. Offord, Jr.

Henry W. Davis, III

Deputy Commissioner Judy Thomas

Deputy Commissioner David McIntosh

Sheila Moody

Deputy Commissioner Barry Cambron

Deputy Commissioner and CIO Mason Tanaka

F. Darlene Traffanstedt, MD

Timothy "Bo" A. Offord, Jr.

Deputy Commissioner Ginger Carmack

BAC Introductions

Forms and Disclosures

- Identification Preference Form
- Conflict of Interest Form

Please complete both forms and submit them to
BAC@medicaid.alabama.gov prior to the next meeting.

- Survey completion by Friday, 12/19/25

Background

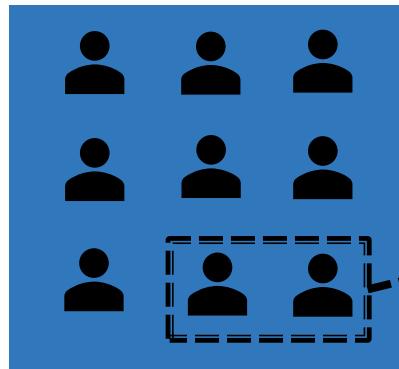
Background

Federal law requires Medicaid to have two groups: the Medicaid Advisory Committee (MAC) and the Beneficiary Advisory Council (BAC).

Medicaid Advisory Committee (MAC)

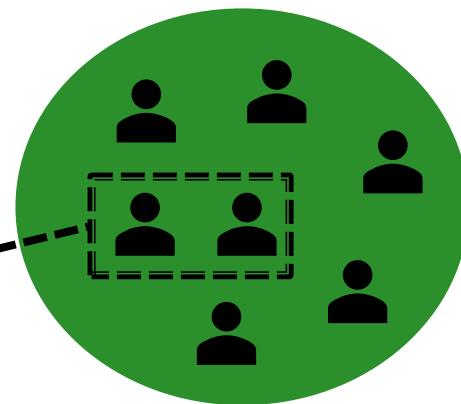
The MAC is a group of people with different backgrounds and experiences who care about Medicaid. The MAC includes:

- ✓ Clinical providers or administrators
- ✓ State or local consumer advocacy groups
- ✓ Alabama Coordinated Health Network
- ✓ Integrated Care Network
- ✓ Other state agencies
- ✓ BAC members



Beneficiary Advisory Council (BAC)

The BAC is a group of **people with lived experience** of the Medicaid program. The BAC includes:



- ✓ Enrolled in Medicaid currently or in the past
- ✓ A family member of someone enrolled in Medicaid
- ✓ A paid or unpaid caregiver of someone enrolled in Medicaid

Members will serve for one to three years. They cannot serve back-to-back terms.

Outcomes and Reporting



Medicaid must post annual reports, bylaws, member lists and meeting notes online.

Annual Report Requirements

The MAC, with support from Medicaid, must complete an annual report that describes for both the BAC and the MAC:

- Activities.
- Topics discussed.
- Recommendations.
- Alabama Medicaid Agency responses to recommendations.

The first annual report must be finished by July 9, 2026 and posted within 30 days.

BAC Overview

BAC Purpose

The BAC gives Medicaid recipients and their representatives a chance to share their stories and ideas with each other and with Medicaid.

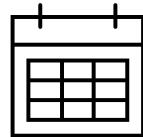
The BAC works to make Medicaid in Alabama better for everyone.

Together, we:

- **Bring the Medicaid recipient voice to the table** – Your input helps shape Medicaid programs.
- **Share ideas for improvement** – Your experiences show ways to make services better.
- **Listen and learn from each other** – We work to understand what Medicaid recipients really need.

Your voice matters. Thank you for helping make a difference!

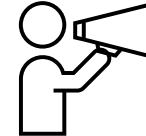
BAC Operations



Meeting Schedule

- The BAC will meet four times per year and before the MAC meetings. BAC meetings are not open to the public.
- Upcoming meetings:

BAC	MAC
Early Feb. 2026	Mid Feb. 2026 Public Meeting
Early Apr. 2026	Mid Apr. 2026 (Off-cycle) Public Meeting
Early Jun. 2026	Mid Jun. 2026 (Off-cycle)
Early Aug. 2026	Mid Aug. 2026 (Q1)
Early Nov. 2026	Mid Nov. 2026 (Q2) Public Meeting
Early Feb. 2027	Mid Feb. 2027 (Q3)
Early May 2027	Mid May 2027 (Q4) Public Meeting



Communication

Email BAC@medicaid.alabama.gov if:

- You have questions about the BAC (when and where meetings happen or how they work).
- You plan to miss a meeting.
- You need help or special arrangements to attend a meeting.
- You believe you may have a conflict of interest (not previously shared).

BAC Meeting Structure

Before the Meeting

- Members will receive an agenda and any materials by email at least two business days before the meeting.

During the Meeting

- Medicaid staff will take attendance.
- Members share any new conflicts of interest
- Medicaid staff or members talk about follow-up items or topics that were not finished in the last meeting.
- Medicaid staff present on new meeting topics.
- Members share their experiences and ideas for solving problems.
- Members suggest topics for the next meeting.

After the Meeting

- Members complete a brief survey
- Medicaid staff will develop and post meeting minutes (meeting notes) on its website within 30 days of the meeting

BAC Meeting Topics

You help guide decisions for Medicaid about:



Services

How to make services better



Care Coordination

How to help people get care when they need it



Communication

Improving how and what information is shared with Medicaid recipients, family members and providers



Quality

Making care better across programs



Eligibility

Making it easier to sign up and stay enrolled in Medicaid



Other Issues

Anything that affects the health and well-being of Medicaid recipients.

Member Responsibilities

Roles and Responsibilities

BAC Member

1. Share your ideas about Medicaid policies and how they affect people.
2. Share ideas on how to solve problems.
3. Suggest topics or presentations for meetings.
4. Talk about your own or your family's experience with Medicaid to help make services better.
5. Come to meetings regularly so the group can stay on track.
6. If you have a conflict of interest, tell the group.

Alabama Medicaid Agency

1. Find and choose BAC members
2. Teach new members what they need to know when they join
3. Plan and lead all BAC meetings
4. Help with research based on what members ask for
5. Make sure at least one person from Medicaid's leadership team goes to every BAC meeting
6. Recording member conflict of interests
7. Write and share meeting notes, member lists, and a yearly report on the "medicaid.alabama.gov" website

BAC Member Guidelines



Participate: Share your advice, ideas and opinions.



Prepare: Read the materials and think about your recommendations before meetings.



Be Professional: Share your experiences, focus on the group's goals and Medicaid, and keep information private.



Be Committed: Make meetings a priority, join on time and take part fully.



Be Respectful: Let everyone speak, listen carefully and don't interrupt.



Create a Safe Space: Encourage questions and learning without judgment.



Think Big: Remember the goal is to help all Medicaid members, not just yourself.

Next Steps

Where to Find Materials

- **Website Link:**

https://medicaid.alabama.gov/content/2.0_Newsroom/2.2_Boards_Committees.aspx

Boards, Committees and Workgroups

A variety of boards, committees and workgroups meet throughout the year to advise the Agency on clinical and program policy issues. To view archived boards, committees and workgroup view the following link: [Archived](#)

Beneficiary Advisory Council (BAC) and Medicaid Advisory Committee (MAC)

The Beneficiary Advisory Council (BAC) serves in an advisory role to Alabama Medicaid on issues related to health and medical services, as well as policy development. The BAC will be used by Alabama Medicaid to ensure the program operates efficiently and as it was designed to operate.

The Medicaid Advisory Committee (MAC) provides an advisory role to Alabama Medicaid on health and medical services. This includes advising on policy matters and effective administration of Medicaid programs. The committee aims to ensure that Medicaid services are accessible, high-quality and meet the needs of Medicaid recipients.

BAC and MAC Resources

- [MAC and BAC Bylaws](#)
- [BAC Application - Printable](#)
- [BAC Application - Online Application](#)

Note: Alabama Medicaid is not currently recruiting new members but check back soon! While we are not currently recruiting, we are happy to accept your application for future openings.
- [BAC Recruiting Flyer](#)
- BAC Social Media
 - [BAC - Facebook](#)
 - [BAC - Instagram](#)
 - [BAC - YouTube Video](#)
- [BAC & MAC Stakeholder Presentation - 5/20/25](#)
- [MAC Application](#)

Note: Alabama Medicaid is not currently recruiting new members but check back soon! While we are not currently recruiting, we are happy to accept your application for future openings.

Preparing for Our Next Meeting

- **Next Meeting:** Early February 2026 (specific date and time to be determined from survey results)
- **Questions for the group:**
 1. What topics or questions would you like to explore at our next meeting?
 2. Would any member like their name included in the BAC membership list that will be posted online?

Please fill out a short survey to help us learn what went well and how we can make future meetings better.

As a reminder, email [**BAC@medicaid.alabama.gov**](mailto:BAC@medicaid.alabama.gov) if:

- You have questions about the BAC, like when and where meetings happen or how they work
- You plan to miss a meeting
- You need help or special arrangements to attend a meeting
- You need help completing the survey



Thank you!